

OLRS Communication

- What?** Job Interest Cards
- Who?** OLRS professional users and job seekers
- Why?** Job Interest Cards being sent out hourly
- When?** Distributed 8/20/10

Message: The Department of Personnel has been working with NEOGOV on an issue related to regarding the job interest cards (JIC) not being sent out on a regular schedule.

Normally when a job interest card is submitted by a job seeker, the next night the system checks to see if any open postings/categories exist where a JIC notice has not yet been sent to the job seeker who submitted a job interest card for that category. The JIC does not need to be submitted by an applicant before the posting is released. So if a job was posted yesterday and an applicant submits a JIC today, they will receive the notice tomorrow morning. The JIC notice process usually runs between approximately 8:00 p.m., 9:30 p.m. and 3 a.m. PST.

NEOGOV discovered that the JIC emails were backed-up at a certain point in the queue. To force the JIC to be sent out and eliminate the problem, they have changed the processing schedule to every hour. This may cause job seekers to experience an increase in the number of JIC they receive, depending on the number of job categories they have selected.

We will continue to monitor this process closely, and continue to work closely with NEOGOV to ensure this issue is resolved.

Questions? Contact:

DOP Service Center: (360) 664-6400

Email Contact: servicecenter@dop.wa.gov

The online recruiting system will be unavailable on Saturday, August 21, 2010 at 11 pm to Sunday, August 22nd at 3 am PDT for routine system maintenance. This includes Insight, OHC, and Job Seeker's access. Please save your work and log out of the system prior to this time.